

**INFORMATION TECHNOLOGY ADVISORY BOARD
MINUTES – April 25, 2006
COMMUNITY COLLEGES BOARD ROOM**

The Information Technology Advisory Board (ITAB) met April 25, 2006, at 10:30 a.m., in the Department of Community Colleges Board Room, Caswell Building, Raleigh. N.C. Secretary of Revenue, Norris Tolson, presided.

The following ITAB members were present:

Norris Tolson, Chair
Anne Bander
Lee Mandell
John McCann
Thomas Miller
Renee Martin
Dede Ramoneda
Steve Rao

The following ITAB members were absent:

Bill Albers
Jim Anderson
Joe Cooper
Robert McMahan

WELCOME/ADMINISTRATIVE MATTERS

Chair Norris Tolson welcomed the ITAB members and invited several state agency CIOs in the audience to join the board at the table.

Upon a motion duly made by Mr. McCann and duly seconded, the board approved the minutes of its March 9, 2006, meeting.

STATE CIO REPORT

State CIO George Bakolia gave a brief report on two matters: expansion budget requests for the 2006 session of the General Assembly and agency and statewide information technology plans.

Mr. Bakolia said his office had reviewed numerous expansion budget requests and made recommendations to the State Budget Office. Most of the requests were for enhancements of existing programs, security positions and staffing needs. Mr. Bakolia said both he and his staff were surprised at the number of requests, which totaled hundreds of millions of dollars.

On the issue of information technology plans, Mr. Bakolia said he had met with agency representatives to discuss the statutory requirements. State agencies are required to submit an IT plan by October 1 every two years. The State CIO must submit a biennial statewide plan to the General Assembly by February 1 of odd-numbered years.

Mr. Bakolia said he was struck by the lack of understanding by agency business leaders that information technology is a service that helps agencies carry out their missions, not an end unto

itself. Often, there is a gap between an agency's business processes and IT, and some agencies do not appear to have any strategic business plan. This issue is being discussed with the State Budget Office.

During a wide-ranging discussion, several agency CIOs said their business leaders understand the importance of information technology to the delivery of services, but agency budgets are always limited. When resources are allocated, IT often falls behind other areas that are considered more critical to an agency's mission.

Mr. Tolson said there needs to be a constructive dialogue in state government to ensure that IT is linked to agencies' business strategies.

The board and agency CIOs also discussed whether the current funding model is appropriate for IT, the need for IT professionals to better "market" the need for IT to agency business leaders and the difficulty in explaining that IT efficiencies translate into agencies getting more for their money, but not necessarily budget cuts.

ROLE OF AGENCY CIOs

The discussion of the linkage between business processes and IT continued during a discussion of the role of agency CIOs.

Several CIOs said they are very fortunate in that they are part of their agencies' decision-making process. But gaining that status requires them to show that they can add value as a business partner.

The board and CIOs also discussed the need to separate strategy from operations, the lack of a job description for agency CIOs and the fundamental role of a CIO.

Chair Tolson suggested that a round-table discussion with agency heads could be beneficial and expressed his concern that unless agencies do a better job of linking IT to business needs, the General Assembly could fundamentally change the way IT services are delivered to agencies.

In response to a request from the board, Dr. Willis said board members would be provided with copies of the template for agency IT plans.

CALENDAR

Before adjourning, the board received a draft calendar that mapped dates to the board's statutory requirements.

NEXT MEETING

The next meeting of the ITAB will be held Tuesday, August 22, 2006, at 10:30 a.m., in the N.C. Community Colleges Board Room of the Caswell Building in Raleigh.

ADJOURNMENT

The meeting adjourned at 12:30 pm.